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**ANALYSIS OF FACTORS ASSOCIATED WITH INCOMPLETE FILLING  
OF OUTPATIENT ELECTRONIC MEDICAL RECORDS AT SEMEN  
PADANG HOSPITAL IN 2023**

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**ABSTRACT**

Incompletion in filling outpatient electronic medical records is still often found in outpatient electronic medical records at Semen Padang Hospital. Incompletion can be influenced by knowledge, age, facilities. This research uses a quantitative research method with a cross sectional approach. The sample in this study was 43 health workers who served in the outpatient clinic at Semen Padang Hospital. The results of this study were that 42 (63.5%) electronic medical record forms were incomplete. The results of the chi square test in this study showed that there was no relationship between knowledge and incomplete filling out of outpatient medical records at Semen Padang Hospital with a p-value = 0.087 ( $p > 0.05$ ), for age in the electronic medical record there is a relationship between incomplete filling in outpatient electronic medical records at Semen Padang Hospital with a value of 0.151 ( $p > 0.05$ ) and there is no relationship between facilities and incomplete filling in outpatient electronic medical records at Semen Padang Hospital with a p-value = 0.034 ( $p > 0.05$ ). It is hoped that from the results obtained at Semen Padang Hospital superiors will implement standards in filling out medical records and provide rewards to motivate health workers so that health workers are enthusiastic about filling outpatient electronic medical records.

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**1. INTRODUCTION**

The hospital is one of the health facilities and a place for organizing health efforts, and is also an organization with an open system and always interacts with its environment in order to achieve a dynamic balance and has the main function of providing health services to the community. (Indonesian Law Number 44 of 2009). Data management in hospitals is one of the important components to realize information systems in

hospitals. Manual data management has many weaknesses, so that it affects the speed of manual data processing can be replaced with information systems using computers. (Dwijosusilo, 2018).

Electronic Medical Records are lifetime patient medical records in electronic format about a person's health information written by one or more health workers in an integrated manner in each meeting between health workers and clients (Apriliyani, 2021) . According to Maha Wirajaya ddk, 2020 Electronic Medical Records are very important for management to manage health problems because they provide integrity and accuracy and can also be a solution to increase cost efficiency, improve access and quality of service in hospitals.

Based on the results of the initial survey on Monday, May 6, 2024 in the case of incomplete filling of electronic medical records of outpatients through interviews with one of the medical record officers at Semen Padang Hospital where there is incomplete filling of medical records of outpatients by doctors or nurses. In the outpatient medical record file at Semen Padang Hospital in 2023, there was incomplete filling of outpatient medical records from January to December. Outpatient medical record files get cases of incomplete filling of outpatient medical records.

The impact of incomplete outpatient electronic medical records at Semen Padang Hospitala such as incomplete filling of outpatient electronic medical records at Semen Padang Hospital there are several such as BPJS claims, and insurance. Therefore, filling in medical records is very important because it can pose a risk to inaccurate information in medical medical records and result in errors in making inaccurate decisions, incomplete information in electronic medical records can result in doctors and other medical personnel not having a complete picture of the patient's condition, so medical decisions may not be optimal, as well as patient safety risks where missing data, such as drug allergies or medical history, can increase the risk of medical errors that endanger patient safety.

## 2. METHODS

This research method is a type of quantitative research with a cross-sectional approach, namely observational research that observes population or sample data only once at the same time. This research will be conducted at Semen Padang Hospital in January - December 2023. This type of research is quantitative. According to Sugiyono (2019) quantitative research is a research method based on the philosophy of *positivism*, as a scientific or scientific method because it has fulfilled scientific rules concretely or empirically, objectively, measurably, rationally, systematically. The population of this study are all nurses and doctors who work in outpatient services at Semen Padang Hospital. This research will be conducted at Semen Padang Hospital Jln. By Pass No.KM. 7, Pisang, kec. Pauh, Padang City, West Sumatra, in the outpatient unit (polyclinic) in April - July 2024.

### 1. Interview

An interview is a conversation between two or more people and takes place between the interviewee and the interviewer with the aim of collecting the data needed.

### 2. Questionnaire

A questionnaire is a tool for collecting data or information from respondents by providing written questions or statements.

### 3. Observation

Observation is a data collection method, where researchers directly observe objects, behavior, in natural or controlled situations or documents from medical records.

### 4. Data Collection Procedure

The data return procedure starts from requesting a permission letter from Syedza Saintika University, the permission letter is given to the head of the administrative department at the Semen Padang Hospital. For data collection, you must get a permission letter from Semen Padang Hospital, after getting a permission letter from the hospital, the author can only take data from the medical record room and conduct an interview with one of the officers in the medical record at Semen Padang Hospital.

### 3. RESULTS AND DISCUSSION

#### 1. Incomplete Filling of Outpatient Electronic Medical Records

The frequency distribution of incomplete filling of outpatient electronic medical records can be seen in table 4.1:

Table 4. 1 Incompleteness of Outpatient Electronic Medical Record Filling at Semen Padang Hospital

Incomplete Filling of Electronic Medical Records	Total	Percent
<b>Incompleteness</b>	42	63,5%
<b>Complete</b>	18	36,5%
<b>Total</b>	60	100%

#### 2. Knowledg

Distribution of incomplete outpatient electronic medical record forms based on knowledge frequency in table 4.2:

Table 4. 2 Incompleteness of Outpatient Electronic Medical Record Knowledge at Semen Padang Hospital

Incomplete Filling of Electronic Medical Records	Total	Order
Not good	6	13,95%
Good	37	86,05%
<b>Total</b>	43	100%

Table 4.2 shows that out of 43 respondents that electronic medical records of outpatients at Semen Padang Hospital there are 6 (13.95%) who are not good at filling out medical records.

#### 3. Age

Distribution of incomplete outpatient electronic medical record forms based on age frequency in table 4.3:

Table 4. 3 Incompleteness About the Age of Outpatient Electronic Medical Records at Semen Padang Hospital

Incomplete Filling of Electronic Medical Records	Total	Order
25 - 45 Years	35	81.40%
> 45	8	16.28%
<b>Total</b>	43	100%

Table 4.3 can be seen that of the 43 respondents, that the electronic medical records of outpatients at Semen Padang Hospital there are 35 (81.40%) who have the age of 25 - 45 years in filling out electronic medical records at Semen Padang Hospital.

#### 4. Facilitie

Distribution of incomplete outpatient electronic medical record forms based on knowledge frequency in table 4.4:

Table 4. 4 Incompleteness regarding outpatient electronic medical record facilities at Semen Padang Hospital

Incomplete Filling of Electronic Medical Records	Total	Order
Not good	33	76,74%
Good	10	23,26%
<b>Total</b>	43	100%

Table 4.4 shows that of the 43 respondents that the electronic medical record of outpatients at the Semen Padang Hospital there are 33 (76.74%) who have an opinion about the good electronic medical record facilities at Semen Padang.

#### 4. CONCLUSION

Based on the research objectives, problem formulation, research results, and discussion that have been stated, this research can be concluded:

1. Of the 43 respondents whose knowledge was not good as small as 6 (13.95%) and 37 (86.05%) respondents who had good knowledge in filling out outpatient electronic medical records at Semen Padang Hospital.
2. Of the 43 respondents, the majority 35 (81.40%) were aged 25 - 34 years which is the average age of officers at Semen Padang Hospital.
3. A small part of 10 (23.26%) out of 43 respondents who gave statements about incomplete facilities as a small part of 10 (23.26%) in filling out electronic medical records of outpatients at Semen Padang Hospital.
4. Of the 60 electronic medical record files, 42 (63.5%) were incomplete and 36 (36.5) were complete forms at Semen Padang Hospital.

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